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## Schedule 'A' to Accessibility Policy

**Policy/Plan Date:** November 6, 2017

**Procedure Approved by Council:** December 4, 2017

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### Accessibility Support Person Procedure

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#### PURPOSE

To ensure a safe and welcoming environment for people with disabilities and their support workers. Staff shall ensure that accessible customer service is provided to all customers in accordance with this procedure and the Accessibility Policy.

To welcome people with disabilities and their support persons in Township of Adelaide Metcalfe owned or operated facilities.

#### DEFINITION

Support person:

A support person, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Examples:

A support person may provide transportation, communication, interpretation services or help with daily activities. A support person does not necessarily have to be a paid individual.

#### IMPLEMENTATION

- People with disabilities are permitted to be accompanied by their support person in areas/premises that are open to the public, when accessing goods, services or facilities owned or operated by the Township of Adelaide Metcalfe.
- Where fees for services are charged, staff shall ensure that the fee is waived for the support person.
- If there is confidential information to be disclosed, consent must be received from the person with the disability.
- The Township reserves the right to request a person with a disability be accompanied by a support person when on Township owned or operated facilities, but only after consulting with the person and considers the available evidence, the Township determines that because of a health and safety risk a person would benefit from attending with a support person. In this situation, employees must:
  - Support the person to the best of their ability while respecting the dignity of the individual; and
  - Contact their supervisor/manager after the support is requested.



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- Supervisors/Managers are to contact the Accessibility Coordinator to discuss how the individual can be supported.
  - In the event that the Township requires that a support person be present, the following criteria shall be used when consulting the customer:
    - There is a possibility of a significant risk to the health and safety of the customers or others.
    - The risk cannot be eliminated or reduced by other means.
    - The assessment of the risk is based on consideration of the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the imminence of the potential harm.
    - The risk assessment should be based on the individual's actual and apparent characteristics, not on generalizations, misperceptions, ignorance or fears about a disability.